

Instructions for completing FCC Slamming Complaint Form 501

Use the attached form to submit a slamming complaint to the Federal Communications Commission (FCC). DO NOT INCLUDE THIS PAGE WHEN FILING.

“Slamming” is the illegal practice of changing a consumer's telephone service - local service, Intralata service (local toll), or Interlata service (long distance including state to state, in state and international long distance) - without permission.

You may file a complaint with the FCC electronically, by postal mail, by email, or by fax .

*** Electronically:** Use FCC Form 501. In order to file electronically you must be able to attach an electronic version of the phone bill(s) or a welcome letter showing the name of the alleged unauthorized phone company and the disputed charges.

When not filing electronically you must include this information:

your name, address and daytime phone number

phone number(s) that was allegedly slammed

your e-mail address, if applicable

the name of the phone company that you are complaining about

the name of your authorized **LOCAL** telephone service provider

the name of your authorized **LONG DISTANCE** telephone service provider

whether or not you have paid any of the disputed charges

a brief statement of what happened

COPIES of your phone bill showing the name of the alleged unauthorized phone company and the disputed charges. You **MUST** attach a bill in order for your complaint to be processed.

You may send this information to us by:

*** Postal Mail:**

Federal Communications Commission
Consumer & Governmental Affairs Bureau
ATTN: Slam Team, Room CY A257A
445 12th Street, SW
Washington, D.C. 20554

*** E-Mail:** slamming@fcc.gov

*** Fax:** (202) 418-0035, ATTN: Slam Team

For all other types of complaints please use FCC Form 475 – General Complaint Form

Slamming Complaint Form 501
For Slamming Complaints Only

In order for your Slamming complaint to be processed you **MUST** attach a copy of the phone bill(s) or a welcome letter/package, showing the name of the alleged unauthorized phone company and the disputed charges.

1. Today's Date: _____

2. First Name: _____

3. Middle Initial _____

4. Last Name: _____

5. Street Address/Post Office Box Number:

6. City: _____

7. State: _____

8. ZIP Code: _____

9. Are you filing on behalf of a family member, client, company or organization?

Check one: ☐ YES ☐ NO

If yes, please provide their information:

9a. First Name/Company Name: _____

9b. Middle Initial: _____

9c. Last Name: _____

9d. Your relationship to this person or your title in the company/organization:

9e. Street Address: _____

9f. City: _____

9g. State: _____ 9h. ZIP Code: _____

10. Is this complaint about a (check one)

- ☐ Residential (Home) Telephone Service
☐ Business (Commercial) Telephone Service

11. List all Telephone Numbers (Maximum of 6) -- including Area Codes, that you claim were slammed:

11a () (_ _ _ - _ _ _) () (area code) (phone number) (extension)
11b () (_ _ _ - _ _ _) () (area code) (phone number) (extension)
11c () (_ _ _ - _ _ _) () (area code) (phone number) (extension)
11d () (_ _ _ - _ _ _) () (area code) (phone number) (extension)
11e () (_ _ _ - _ _ _) () (area code) (phone number) (extension)
11f () (_ _ _ - _ _ _) () (area code) (phone number) (extension)

12. Your Daytime Telephone Number

() (_ _ _ - _ _ _) () (area code) (phone number) (extension)

13. Name of your authorized **LOCAL** telephone service provider:

14. Name of your authorized **LONG DISTANCE** telephone service provider that the service was changed from:

15. Name of the company that you are complaining about:

16. Are you back with your authorized telephone company? Check one: ☐ YES or ☐ NO

17. Amount of charges you are disputing \$ _____

18. Have you paid any of the disputed charges? Check one: ☐ YES or ☐ NO

19. Did the billing company adjust or refund the disputed charges? Check one: ☐ YES or ☐ NO

20. If yes, how much was the adjustment or refund? \$ _____

21. Briefly explain what happened. Please include dates whenever possible.

REMEMBER: You **MUST** attach a bill or welcome letter from the unauthorized company in order for your complaint to be processed.

Federal Communications Commission
Consumer and Governmental Affairs Bureau
445 12th Street SW
Washington, DC 20554

FCC NOTICE REQUIRED BY THE PRIVACY ACT AND PAPERWORK REDUCTION ACT

The Federal Communications Commission is authorized under the Communications Act of 1934, as amended, to collect the personal information that we request in this form. This form is used for slamming disputes between consumers and telecommunications carriers to be brought before appropriate state commissions, or this Commission in cases where the state has not opted to administer our rules, rather than to authorized carriers. If we believe there maybe a violation or potential violation of a statute, FCC regulation, rule or order, your complaint may be referred to the Federal, state, or local agency responsible for investigating, prosecuting, enforcing or implementing the statute, rule, regulation, or order.

The public reporting for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the required data, and completing and reviewing the collection of information. If you have any comments on this burden estimate, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, AMD-PERF, Paperwork Reduction Project (3060-0968), Washington, DC 20554. We will also accept your comments regarding the Paperwork Reduction Act aspects of this collection via the Internet if you send them to Judith-B.Herman@fcc.gov. PLEASE DO NOT SEND YOUR COMPLETED FORMS TO THIS ADDRESS.

Remember - You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number or if we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-0968

THE FOREGOING NOTICE IS REQUIRED BY THE PRIVACY ACT OF 1974, PUBLIC LAW 93-579, DECEMBER 31, 1974, 5 U.S.C. SECTION 552a(e)(3) AND THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507.

For More FCC Information...

Phone: 1-888-CALL-FCC (1-888-225-5322)

TTY: 1-888-TELL-FCC (1-888-835-5322)

Fax: 1-866-418-0232

E-mail: fccinfo@fcc.gov

- Web Policies & Privacy Statement

- Required Browser Plug-ins

- Customer Service Standards

- Freedom of Information Act